

Communication of Major Outages and Significant Local Outages

From time to time unplanned or unexpected major outages or significant local outages ('outages') can occur. These can occur for many reasons, such as technical issues and natural disasters, including severe storms and bushfires.

We understand the inconvenience unplanned outages can cause and are committed to communicating with our customers and other stakeholders when these outages occur.

Communicating with our Customers and the Public

Initial notification

We will notify our impacted, or potentially impacted customers and the public as soon as practicable on detecting or being notified of a major outage or significant local outage.

We will provide as much of the following information as possible in our notification:

- The scale or suspected scale of the outage
- The cause or likely cause of the outage
- The geographic areas impacted or likely to be impacted by the outage
- The types of services impacted or likely to be impacted by the outage
- The estimated timeframes for updates in relation to the outage
- The estimated timeframe for rectification of the outage
- Further information such as website locations, social media accounts and contact options
- Where available, contact channels that enable customers requiring urgent assistance to contact us

Status updates

We will provide status updates to our customers and the public if there is a material change that relates to the outage as soon as practicable after we become aware of the change. Otherwise, we will provide status updates at least once every six hours for the first 24 hours of the outage, and once during each following 24-hour period.

As soon as practicable after we consider that all services affected by a major outage or significant local outage have been restored or fully rectified, we will notify our customers and the public.

Communication channels

For our customers, our notifications will be provided through our mobile app, email, or SMS.

We will also make information available more broadly through our website, call centre, and social media.

As far as reasonably practicable, our call centre or live chat will be available to customers requiring assistance during an outage.

Communicating with our telecommunication commercial partners and relevant stakeholders (Our role as a Carrier and/or Wholesaler)

As soon as practicable after we detect or receive a notification about a major outage or significant local outage, we will also notify our partners (including other carriers or relevant carriage service providers), where the partner's network or end users are affected by the outage, and the public.

We will also provide our partners with such assistance as they reasonably require to comply with their communication obligations.

Where the outage is caused by our own network, we will also notify relevant stakeholders (including the Australian Communications and Media Authority and the Telecommunications Industry Ombudsman).

Natural disasters

Where an outage is caused by a natural disaster we may be limited to providing information on our website.

What types of outages are covered by this procedure?

This communication procedure covers major outages and significant local outages as defined in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024* ('Standard').

Major Outages

As defined in the Standard, a major outage is any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users that:

- (a) results in an end-user being unable to establish and maintain a relevant carriage service; and
- (b) affects or is likely to affect:
 - i. 100,000 or more services in operation; or
 - ii. all relevant carriage services supplied using the telecommunications network in a State or Territory; and
- (c) is expected to be, or is, of a duration longer than 60 minutes.

Significant Local Outages

As defined in the Standard, a significant local outage is any unplanned adverse impact to a telecommunications network used to supply relevant carriage services to end-users, that:

- (a) results in an end-user being unable to establish and maintain a relevant carriage service;
- (b) affects, or is likely to affect:
 - (i) 1,000 or more services in operation in regional Australia; or
 - (ii) 250 or more services in operation in remote Australia; and
- (c) is expected to be, or is, of a duration longer than:
 - (i) if the services in operation are in regional Australia – 6 hours; or
 - (ii) if the services in operation are in remote Australia – 3 hours; and
- (d) is not a major outage.